



# Release Notes for Cisco Unified CallManager Release 4.3(1)

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**Updated June 23, 2008**

These release notes describe the new features and caveats for Cisco Unified CallManager release 4.3(1).



**Note**

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To view the release notes for previous versions of Cisco Unified CallManager, go to [http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html)

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Before you install Cisco Unified CallManager, Cisco recommends that you review the “[Caveats](#)” section on page 10 for information about issues that may affect your system.

For a list of the open and resolved caveats for Cisco Unified CallManager Release 4.3(1), see the “[Resolved Caveats for Cisco Unified CallManager - Release 4.3\(1\)](#)” section on page 10 and the “[Open Caveats for Cisco Unified CallManager - Release 4.3\(1\)](#)” section on page 14. Updates for these release notes occur with every maintenance release and major release.

To access the documentation suite for voice products, refer to the following URL:



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[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html)

You can access the latest software upgrades and release notes for all versions of Cisco Unified CallManager on Cisco.com (CDC) at the following URL:

<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

## Contents

These release notes discuss the following topics:

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# Introduction

Cisco Unified CallManager, a network business communication system, provides high-quality telephony over IP networks. Cisco Unified CallManager enables the conversion of conventional, proprietary, circuit-switched PBXs to multiservice, open LAN systems.

## System Requirements

Make sure that you install and configure Cisco Unified CallManager Release 4.3(1) on a Cisco Media Convergence Server (MCS).

You may also install Cisco Unified CallManager on a Cisco-approved HP server configuration or a Cisco-approved IBM server configuration. Access the supported Cisco-approved server configuration for an IBM server or an HP server at the following URL:

[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/prod\\_brochure\\_list.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/prod_brochure_list.html)

Cisco Unified CallManager 4.3(1) requires a minimum of the following items on the Cisco MCS servers.

- 2 GB of memory
- 72 GB disk drive
- 2 GHz processor



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**Caution**

This Cisco Unified Communications operating system requires a minimum of 2 GB of memory on the server. If the installation process detects less than 2 GB memory on the server, the installation aborts.

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**Caution**

The installation does not complete if you do not have the exact configuration.

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For system hardware component information and system requirements, refer to *Installing Cisco Unified CallManager Release 4.3(1)*.

## Supported Platforms

To find which servers support Cisco Unified CallManager 4.3 releases, refer to the *Guide to Cisco Unified CallManager Upgrades and Server Migrations* at [http://www.cisco.com/en/US/partner/products/hw/voiceapp/ps378/prod\\_brochure\\_list.html](http://www.cisco.com/en/US/partner/products/hw/voiceapp/ps378/prod_brochure_list.html)

## Determining the Software Version

To determine the software version of Cisco Unified CallManager, open Cisco Unified CallManager Administration; then, click **Details** on the main Cisco Unified CallManager Administration window. The following information displays:

- Cisco Unified CallManager System version
- Cisco Unified CallManager Administration version
- Database information and database DLL versions

## Compatibility Matrix and Supported Upgrades

You can find which application versions are compatible with Cisco Unified CallManager Release 4.3(1) and which previous releases of Cisco Unified CallManager have upgrade support by referring to the *Cisco Unified CallManager Compatibility Matrix* at [http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_device_support_tables_list.html)



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**Note**

Be aware that the release of Cisco Unified Communication products does not always coincide with Cisco Unified CallManager releases. If a product does not meet the compatibility testing requirements with Cisco Unified CallManager, you need to wait until a compatible version of the product becomes available before you can upgrade to Cisco Unified CallManager Release 4.3(1). For the most current compatibility combinations and defects, refer to the documentation that is distributed with the Cisco Unified IP telephony products.

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## Related Documentation

Because Cisco Unified CallManager Release 4.3(1) is based on release 4.2(3) refer to the Cisco Unified CallManager Documentation Guide for a list of documents that are related to Cisco Unified CallManager release 4.2 at the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_documentation_roadmaps_list.html)

Along with the documents that are listed in the *Cisco Unified CallManager Documentation Guide*, the following list specifies other related documents for Cisco Unified CallManager Release 4.3(1):

- *System Error Messages for Cisco Unified CallManager 4.2*
- *Release 4.3(1) Release Notes for Cisco Unified CallManager*
- *Upgrading Cisco Unified CallManager, Release 4.3(1)*
- *Installing Cisco Unified CallManager, Release 4.3(1)*
- *Using Cisco Unified CallManager Upgrade Assistant Utility, Release 4.3(1)*
- *Installing the Operating System on the Cisco Unified Communications Server, Version 2003.1.1*
- *Cisco Unified Communications Operating System Release Notes, Version 2003.1.1*
- *Using the Cisco Media Convergence Server Network Teaming Driver*
- *Cisco Unified CallManager Backup and Restore Utility Administration Guide Release 4.0(12)*
- *Installing the Cisco Unified CallManager Customer Directory Plugin Release 4.3 (1)*

## New and Changed Information in Cisco Unified CallManager 4.3(1)

The following section describes new features and changes that are pertinent to Cisco Unified CallManager, Release 4.3(1).

[Windows Server 2003, page 6](#)

[New UpdateDirFlags.exe Tool, page 6](#)

## Windows Server 2003

Cisco Unified CallManager Release 4.3(1), based on release 4.2(3), addresses the retirement of the MS Windows 2000 Operating System by enabling a migration of Cisco Unified CallManager to Windows Server 2003.

## New UpdateDirFlags.exe Tool

Because you cannot add or delete user entries from your enterprise directory by using Cisco Unified CallManager Administration unless you modify the UMDirectoryConfiguration.ini file, Cisco now provides the UpdateDirFlags.exe tool that allows you to update the UMDirectoryConfiguration.ini, DirectoryConfiguration.ini, and registry by using a single, convenient procedure.

For more information, see *Installing Cisco Unified CallManager Customer Directory Plugin, Release 4.3(1)*, and CSCsg67111. For information on accessing CSCsg67111 (a resolved defect report), see [Resolved Caveats for Cisco Unified CallManager - Release 4.3\(1\)](#).



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**Caution**

Use the useSSL flag for troubleshooting purposes only. Update this flag only under the direction of a Cisco TAC engineer and only using the UpdateDirFlags.exe tool; never manually update the flag.

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## Installation Notes

For complete installation information, refer to the following document:

- *Installing Cisco Unified CallManager Release 4.3(1)*

For installation information specific to Cisco Unified CallManager Release 4.3(1), see the following section:

- [System Requirements, page 3](#)

# Limitations and Restrictions

You can find which application versions are compatible with Cisco Unified CallManager Release 4.3(1) and which previous release of Cisco Unified CallManager has upgrade support by referring to the *Cisco Unified CallManager Compatibility Matrix* at [http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_device_support_tables_list.html)

**Note**

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Be aware that the release of Cisco Unified IP telephony products does not always coincide with Cisco Unified CallManager releases. If a product does not meet the compatibility testing requirements with Cisco Unified CallManager, you need to wait until a compatible version of the product becomes available before you can upgrade to Cisco Unified CallManager Release 4.3(1). For the most current compatibility combinations and defects, refer to the documentation that is distributed with the Cisco Unified IP telephony products.

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## Important Notes

The following section contains important information that may have been unavailable upon the initial release of documentation for Cisco Unified Communications Manager Release 4.3(1).

- [CSCso79248 Do Not Run installxml.vbs in Unified CM Release 3.3 and Later, page 7](#)
- [Using SIP Trunks Between Release 4.x and 5.x Systems, page 8](#)

## CSCso79248 Do Not Run installxml.vbs in Unified CM Release 3.3 and Later

In previous releases, during the Unified CM installation, the installxml.vbs VB script got used to parse all the display instances and rules in the XML files, and upload the data into a table in the default database. In Unified CM Release 3.3 and later, the DBInstall.dll function CInstallXML performs the parsing of the XML files.

The troubleshooting guide for Cisco Unified CallManager (and Cisco CallManager) suggests that you can initialize the installxml.vbs script to fix problems with blank parameters after an upgrade. Do not initialize the installxml.vbs script as the troubleshooting guide recommends. Initializing the script erases all service parameters on the server.

Cisco Unified CM releases 3.3.x or later do not use the installxml.vbs script. Running this script erases all Service Parameters in the server.

## Using SIP Trunks Between Release 4.x and 5.x Systems

Cisco Unified CallManager Release 5.0 and later and Cisco Unified CallManager Release 4.0 and later support TCP and UDP as Transport Types when they are used with SIP trunks. However, release 4.x uses one TCP connection per SIP call; 5.x supports multiple SIP calls over the same TCP connection (referred to as TCP connection reuse).

The following Cisco products support TCP; however, not all support TCP Reuse (see [Table 1](#) for more information):

- Cisco Unified CallManager Release 4.1 - No TCP Connection Reuse
- Cisco Unified CallManager Release 4.2 - No TCP Connection Reuse
- Cisco Unified CallManager Release 5.0(2) - TCP Connection Reuse
- Cisco Unified CallManager Release 5.0(4) - TCP Connection Reuse
- Cisco Unified CallManager Release 5.1(1) - TCP Connection Reuse
- Cisco IOS 12.3(8)T and above - TCP Reuse
- Cisco IOS 12.3(8)T and below - No TCP Reuse

[Table 1](#) lists the SIP trunk connectivity that is supported between Cisco Unified CallManager Release 4.x and 5.x and the IOS gateway.

**Table 1** *SIP Trunk Compatibility Matrix*

	<b>Cisco Unified CallManager Release 4.x</b>	<b>Cisco Unified CallManager Release 5.x</b>	<b>IOS 12.3(8)T</b>	<b>IOS 12.3(8)T Below</b>
<b>Cisco Unified CallManager Release 4.x</b>	UDP/TCP	UDP only	UDP only	UDP/TCP
<b>Cisco Unified CallManager Release 5.x</b>	UDP only	UDP/TCP	UDP/TCP	UDP only
<b>IOS 12.3(8)T</b>	UDP only	UDP/TCP	UDP/TCP	UDP only
<b>IOS 12.3(8)T Below</b>	UDP/TCP	UDP only	UDP only	UDP/TCP

If a Release 5.x system makes multiple calls over a TCP-based SIP trunk to a 4.x system, the 4.x system will only connect one call. The rest of the calls will not get connected. When using SIP trunks between 4.x and 5.x systems, you must configure both systems to use UDP as the Outgoing Transport Type, so calls between the release 4.x and 5.x systems will connect properly. (See [Table 1](#).)

To configure UDP, use Cisco Unified CallManager Administration.

- For Cisco Unified CallManager Release 5.0 and later that is connecting to a Release 4.x system, choose UDP as the Outgoing Transport Type from the SIP Trunk Security Profile Configuration window.
- For Cisco Unified CallManager Release 4.0 and later that is connecting to a Release 5.x system, choose UDP as the Outgoing Transport Type from the Trunk Configuration window.

For more information about SIP trunks, see the *Cisco Unified CallManager System Guide* and the *Cisco Unified CallManager Administration Guide*.

# Caveats

This section contains information about resolved and open caveats for Cisco Unified CallManager, Release 4.3(1), and instructions for using the online tools that will help you monitor the current status of caveats in the following sections:

- [Resolved Caveats for Cisco Unified CallManager - Release 4.3\(1\), page 10](#)
- [Open Caveats for Cisco Unified CallManager - Release 4.3\(1\), page 14](#)

## Resolved Caveats for Cisco Unified CallManager - Release 4.3(1)

You can find the latest resolved caveat information for Cisco Unified CallManager Release 4.3(1) by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

**Tip**

You must have an account with Cisco.com (CDC) to use Bug Toolkit to find open and resolved caveats of any severity for any release.

To access Bug Toolkit, log on to the following URL:

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl)

This section includes the following topics:

- [Using Bug Toolkit, page 10](#)
- [Saving Bug Toolkit Queries, page 13](#)

## Using Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use Bug Toolkit, follow this procedure.

### Procedure

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- Step 1** To access the Bug Toolkit, go to the following URL:  
[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl)  
Log on with your Cisco.com user ID and password.
- Step 2** Click the **Launch Bug Toolkit** hyperlink.
- Step 3** If you are looking for information about a specific caveat, enter the ID number in the Enter known bug ID: field.  
  
To view all caveats for Cisco Unified CallManager, go to the “Search for bugs in other Cisco software and hardware products” section, and enter **Cisco Unified CallManager** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco Unified CallManager**.
- Step 4** Click **Next**. The Cisco Unified CallManager search window displays.
- Step 5** Choose the filters to query for caveats. You can choose any or all the available options:
- a. Choose the Cisco Unified CallManager version:
    - Choose the major version for the major releases (such as 4.3, 4.2, 4.1, 4.0).  
  
A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.
    - Choose the revision for more specific information; for example, choosing major version 4.2 and revision version 1 queries for release 4.3(1) caveats.  
  
A revision (maintenance) release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.
  - b. Choose Features or Components to query; make your selection from the “Available” list and click **Add** to place your selection in the “Limit search to” list.
    - To query for all Cisco Unified CallManager caveats for a specified release, choose “All Features” in the left window pane.




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**Note** The default value specifies “All Features” and includes all the items in the left window pane.

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- To query only for Cisco Unified CallManager-related caveats, choose “ciscocm” and then click **Add**.
  - To query only for phone caveats, choose “ciscocm-phone” and then click **Add**.
  - To query only for gateway caveats, choose “voice-gateway” and then click **Add**.
- c. Enter keywords to search for a caveat title and description, if desired.




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**Note** To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

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- d. Choose Set Advanced Options, including the following items:
- Bug Severity level—The default specifies 1-3.
  - Bug Status Group—Check the **Fixed** check box for resolved caveats.
  - Release Note Enclosure—The default specifies Valid Release Note Enclosure.
- e. Click **Next**.
- 

Bug Toolkit returns the list of caveats on the basis of your query.

- You can modify your results by submitting another query and using different criteria.
- You can save your query for future use. See the [“Saving Bug Toolkit Queries” section on page 13](#).




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**Note** For detailed online help with Bug Toolkit, click **Help** on any Bug Toolkit window.

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## Saving Bug Toolkit Queries

Bug Toolkit allows you to create and then save your queries to monitor a specific defect or network situation. You can edit a saved search at any time to change the alert conditions, the defects being watched, or the network profile.

Follow this procedure to save your Bug Toolkit queries.

### Procedure

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- Step 1** Perform your search for caveats, as described in the [“Using Bug Toolkit” section on page 10](#).
- Step 2** In the search result window, click the **This Search Criteria** button that displays at the bottom of the window.
- A new window displays.
- Step 3** In the Name of saved search field, enter a name for the saved search.
- Step 4** Under My Bug Groups, use one of the following options to save your defects in a bug group:
- Click the **Existing group** radio button and choose an existing group name from the drop-down list box.
  - Click the **Create new group named:** radio button and enter a group name to create a new group for this saved search.



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**Note** This bug group will contain the bugs that are identified by using the search criteria that you have saved. Each time that a new bug meets the search criteria, the system adds it to the group that you chose.

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Bug Toolkit saves your bugs and searches and makes them available through the My Stuff window. (The My Stuff window allows you to view, create, and/or modify existing bug groups or saved searches. Choose the My Stuff link to see a list of all your bug groups.)

- Step 5** Under Email Update Options, you can choose to set optional e-mail notification preferences if you want to receive automatic updates of a bug status change. Bug Toolkit provides the following options:
- **Do NOT send me any email updates**—If you choose this default setting, Bug Toolkit does not send e-mail notifications.

- **Send my updates to:**—Click the radio button to choose this option to send e-mail notifications to the user ID that you enter in this field. Additional notification options include
  - **Updates as they occur**—Bug Toolkit provides updates that are based on status change.
  - **Weekly summaries**—Bug Toolkit provides weekly summary updates.
- **Apply these email update options to all my saved searches**—Check this check box to use these e-mail update options for all your saved searches.

**Step 6** To save your changes, click **Save**.

**Step 7** A window displays the bug group(s) that you have saved. From this window, you can click a bug group name to see the bugs and the saved searches; you can also edit the search criteria.

**Note**

For complete Cisco Unified IP Phone firmware release note information, refer to the applicable firmware release notes for your specific IP phone at the following URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

## Open Caveats for Cisco Unified CallManager - Release 4.3(1)

[Table 2](#) describes possible unexpected behaviors by Cisco Unified CallManager Release 4.3(1), sorted by component. Unless otherwise noted, these caveats apply to all Cisco Unified CallManager 4.x releases up to and including Cisco Unified CallManager Release 4.3(1).

**Tip**

For more information about an individual defect, click the associated Identifier in [Table 2](#) to access the online record for that defect, including workarounds.

### Understanding the Fixed-in Version and the Integrated-in Fields in the Online Defect Record

When you open the online record for a defect, you may see data in the “First Fixed-in Version” or “Integrated-in” fields. The information that displays in these fields identifies the list of Cisco Unified CallManager interim versions in which the defect was fixed. These interim versions then get integrated into Cisco Unified CallManager releases.

Some more clearly defined versions include identification for Engineering Specials (ES) or Service Releases (SR); for example 03.3(04)ES29 and 04.0(02a)SR1. However, the version information that displays for the Cisco Unified CallManager maintenance releases may not be as clearly identified.

The following examples show how you can decode the maintenance release interim version information. These examples show you the format of the interim version along with the corresponding Cisco Unified CallManager release that includes that interim version. You can use these examples as guidance to better understand the presentation of information in these fields.

- 003.003(002.079) = Cisco Unified CallManager Release 3.3(3)
- 003.003(003.144) = Cisco Unified CallManager Release 3.3(4)
- 004.000(000.123) = Cisco Unified CallManager Release 4.0(1)
- 004.000(001.008) = Cisco Unified CallManager Release 4.0(2)
- 004.001(002.201) = Cisco Unified CallManager Release 4.1(3)



#### Note

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Because defect status continually changes, be aware that [Table 2](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit and follow the instructions as described in the [“Using Bug Toolkit”](#) section on page 10.

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#### Tip

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Bug Toolkit requires that you have an account with Cisco.com (CDC). By using the Bug Toolkit, you can find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than this document provides. To access the Bug Toolkit, log on to the following URL:  
[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl)

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**Table 2**      **Open Caveats for Cisco Unified CallManager Release 4.3(1)**

Identifier	Headline
<b>Component: BAT</b>	
<a href="#">CSCse90354</a>	When you uninstall BAT, not all components get removed.
<a href="#">CSCsf12029</a>	The user interface for TAPS installation is broken.
<a href="#">CSCsf29007</a>	After importing a phone, user and device profile by using BAT, extension mobility user cannot log out of Cisco Unified IP Phone service or phone configuration windows.
<a href="#">CSCsg59420</a>	The size of the string exceeds the size that is supported.
<b>Component: CTI</b>	
<a href="#">CSCsh15025</a>	CTI should enforce device limits for SuperProvider applications.
<b>Component: Call Processing</b>	
<a href="#">CSCsh12457</a>	CAC: "Network Out of Bandwidth" message displayed.
<a href="#">CSCsg99479</a>	Call Control: After dpark reversion, the incorrect state value exists on call conference state change event.
<a href="#">CSCsh26922</a>	Huntlist: Cisco Unified CallManager does not reroute a call because of user busy disconnect even though the Service Parameter "Stop Routing on User Busy Flag" is set to False (non-default value).
<a href="#">CSCsh23354</a>	PRI: Monitoring tools provide incorrect channel status for PRI.
<a href="#">CSCsh02418</a>	SCCP: Phone displays "Unknown Number" in a conference with ICT.
<a href="#">CSCsh15228</a>	SCCP: Display shows From Conference DN for a two party call.
<a href="#">CSCsh26172</a>	SCCP: When user resumes a call during blind transfer in ICT scenario, the call gets disconnected.
<a href="#">CSCsh05450</a>	SS Callback: When a user activates callback across a cluster, the wrong directory name information displays.
<a href="#">CSCsh05328</a>	SS Callpark: "From Park:XXXX" displays for a direct call in ICT scenario.
<a href="#">CSCsh06691</a>	SS Callpark: Disconnecting a conference call by using ICT shows a conference in a park scenario.
<a href="#">CSCsh39680</a>	Unknown: Cisco Unified Callmanager service terminates unexpectedly.
<b>Component: Database</b>	

**Table 2**      **Open Caveats for Cisco Unified CallManager Release 4.3(1) (continued)**

Identifier	Headline
<a href="#">CSCsg65723</a>	When the administrator activates services on a subscriber machine an error message displays.
<a href="#">CSCsh37254</a>	Windows message that service/driver failed to start after upgrade displays.
<a href="#">CSCsh39509</a>	Cisco Unified CallManager does not include DST for Mexico Timezones (PST and MST).
<b>Component: Database Administration</b>	
<a href="#">CSCsg98494</a>	IP phone does not send IGMP join for multicast range starting with 224.
<a href="#">CSCsh49627</a>	Help Pages should reflect new logo.
<b>Component: Directory</b>	
<a href="#">CSCsd45013</a>	avvid_scfg fails on the subscriber with the following error ... Adding "cn=Directory Manager,o=cisco.com" as DSA Administrator failed.
<a href="#">CSCse82475</a>	Plug-in wizard fails to exit on inability to modify AD schema.
<a href="#">CSCsg00606</a>	DC round robin/failover does not happen in Cisco Unified CallManager when the system is integrated with the AD plug-in.
<b>Component: JTAPI SDK</b>	
<a href="#">CSCsf29168</a>	User cannot disconnect a call after Cisco Unified CallManager failover.
<b>Component: MLA</b>	
<a href="#">CSCse73106</a>	User Group WarningMessage does not print First/Last Name of Users.
<a href="#">CSCsf98003</a>	Using Cisco Unified CallManager Administration, a user can log in even if no privileges have been set for any users.
<a href="#">CSCsh11047</a>	An MLA user cannot log in to Cisco Unified CallManager Administration window after restarting www service.
<a href="#">CSCsh24441</a>	When you log in as Fullaccess/readonly user you get denied access to some windows.
<b>Component: RTMT</b>	
<a href="#">CSCsg11854</a>	On RTMT Summary Page, cluster total for ActiveGatewayPorts&Channels shows wrong information.
<b>Component: Security</b>	
<a href="#">CSCsg67139</a>	CTL Client hangs when a user attempts to log on to Cisco Unified CallManager.

**Table 2**      **Open Caveats for Cisco Unified CallManager Release 4.3(1) (continued)**

Identifier	Headline
<b>Component: Server Web Pages</b>	
<a href="#">CSCsg95875</a>	When user attempts to get the logs from Cisco Unified CallManager, system denies access.
<a href="#">CSCsg96434</a>	Help Page should display new logo.



**Note**

For complete Cisco Unified IP Phone firmware release note information, refer to the applicable firmware release notes for your specific Cisco Unified IP Phone at the following URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html)

# Troubleshooting

For troubleshooting information, refer to the *Troubleshooting Guide for Cisco Unified CallManager, Release 4.2(3)*. This document provides troubleshooting procedures for Cisco Unified CallManager systems. The *Troubleshooting Guide for Cisco Unified CallManager* provides guidance for network administrators who are responsible for managing the Cisco Unified CallManager system, for enterprise managers, and for employees. This document does not cover every possible trouble event that might occur on a Cisco Unified CallManager system but instead focuses on those events that are frequently seen by the Cisco Technical Assistance Center (TAC) and frequently asked questions from newsgroups.

# Documentation Updates

This section includes the following topics:

- [Errors, page 19](#)
- [Changes, page 20](#)
- [Omissions, page 21](#)

## Errors

This section includes information about errors in the Cisco Unified CallManager Documentation suite:

- [Music on Hold, page 19](#)
- [4.3\(1\) Online Help Contents displays Cisco Unified CallManager Security Guide Twice, page 19](#)
- [4.3\(1\) Online Help - Cisco Unified CallManager Troubleshooting Guide Does Not Display in the Table of Contents, page 20](#)
- [CTManager Service Parameters, page 20](#)

### Music on Hold

The *Cisco Unified CallManager Features and Services Guide* incorrectly states that you can set up music on hold to work with Cisco Unified CallManager Attendant Console by choosing an audio source from the Network Hold Audio Source and the User Hold MOH Audio Source drop-down list boxes in the Device Pool window. To use music on hold with Cisco Unified CallManager Attendant Console, you need to create a common profile and add the attendant console pilot points to that common profile. For information on setting up a common profile, refer to the *Cisco Unified CallManager Administration Guide*.

### 4.3(1) Online Help Contents displays *Cisco Unified CallManager Security Guide* Twice

The Cisco Unified CallManager 4.3(1) online help displays the *Cisco Unified CallManager Security Guide* twice in the Contents pane on the left. The second Contents listing for the security guide produces "page not found" errors; however, you can use the first security guide listing to successfully access the help pages.

## 4.3(1) Online Help - *Cisco Unified CallManager Troubleshooting Guide* Does Not Display in the Table of Contents

In this release, the *Cisco Unified CallManager Troubleshooting Guide* does not display in the Table of Contents; however, you can access the troubleshooting guide by clicking the PDF button at the top of the help banner and selecting the Troubleshooting Guide PDF file, or you can access it through the following link:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

## CTIManager Service Parameters

In previous releases of the *Cisco Unified CallManager System Guide*, the default values of two service parameters described in the Computer Telephony Integration chapter were incorrectly stated. The following text correctly describes these service parameters:

CTIManager provides two advanced, clusterwide service parameters that are used in conjunction with the CTI Super Provider capability:

- **Maximum Devices Per Provider**—This parameter specifies the maximum number of devices that a single CTI application can open. The default specifies 2000 devices.

**Maximum Devices Per Node**—This parameter specifies the maximum number of devices that all CTI applications can open on any CTIManager node in the Cisco Unified CallManager system. The default specifies 800 devices.

## Changes

This section contains changes that have occurred since the original release of the Cisco Unified CallManager Release 4.2 documentation. These changes may not appear in the current documentation or the online help for the Cisco Unified CallManager application:

- [Unable to Place Calls to Pilot Point, page 21](#)
- [TFTP Process Overview for SCCP Devices, page 21](#)

## Unable to Place Calls to Pilot Point

The Unable to Place Calls to Pilot Point section of the *Cisco Unified CallManager Troubleshooting Guide* explains that users must configure a user that is named "ac" and associate the attendant phone and pilot points with that user, or the user gets a reorder tone when the user calls the pilot point. The administrator also needs to restart the Cisco CTI Manager and Cisco Telephony Call Dispatcher service.

## TFTP Process Overview for SCCP Devices

The following text updates the fourth paragraph in the TFTP Process Overview for SCCP Devices section of the Cisco TFTP chapter in the *Cisco Unified CallManager System Guide* to provide more information and more clarity:

The device requests a configuration file from the TFTP server. The TFTP server searches three internal caches, the disk, and then alternate Cisco file servers (if specified) for the configuration file. If the TFTP server finds the configuration file, it sends it to the device. If the configuration file provides Cisco Unified CallManager names, the device resolves the name by using DNS and opens a connection to the Cisco Unified CallManager. If the device does not receive an IP address or name, it uses the TFTP server name or IP address for setting up its registration connection.

## Omissions

This section lists new and additional information that the current version of the Cisco Unified CallManager documentation may not include:

- [CTI Monitored Lines, page 21](#)
- [Attendant Console, page 22](#)
- [Attendant Console Upgrade, page 22](#)
- [Maximum Number of CTI-Controlled Devices, page 22](#)

## CTI Monitored Lines

To calculate the number of CTI monitored lines in a system, use the following formula:

number of pilot point DN's + (number of clients open \* number of directory numbers per phone) + (number of parked directory numbers \* number of open clients) = CTI Monitored Lines

## Attendant Console

The *Cisco Unified CallManager Troubleshooting Guide* does not explain that the Cisco Unified CallManager Attendant Console does not run on a PC that does not have local administration rights, unless you change the permissions for the appropriate directories.

- On a PC that runs Windows NT, change the security on the KEY\_LOCAL\_MACHINE\Software\Cisco Systems, Inc. registry key, so the attendants have full access to this key and all subkeys.
- On a PC that runs Windows 2000, change the NTFS permissions to allow full access to c:\program files\cisco\call manager attendant console\ and all subdirectories and files and change the security on the KEY\_LOCAL\_MACHINE\Software\Cisco Systems, Inc. registry key, so the attendants have full access to this key and all subkeys.

## Attendant Console Upgrade

The *Cisco Unified CallManager Troubleshooting Guide* does not explain what you need to do if the hunt group and CTI route point give a fast busy after a Cisco Unified CallManager Attendant Console upgrade. After you verify your Cisco Unified CallManager Attendant Console configuration as described in the *Cisco Unified CallManager Features and Services Guide*, reset the Cisco CTI Manager and Cisco Telephony Call Dispatcher services.

## Maximum Number of CTI-Controlled Devices

The Computer Telephony Integration chapter of the *Cisco Unified CallManager System Guide* omitted the maximum number of CTI-controlled devices per node. The maximum number of CTI-controlled devices per node varies by server class as follows:

- MCS-7825 and MCS-7835 servers support up to 800 CTI-controlled devices per node.

MCS-7845 servers support up to 2500 CTI-controlled devices per node.

# Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

## Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/en/US/support/index.html>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html)

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/pcgi-bin/marketplace/welcome.pl>

## Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/cgi-bin/marketplace/welcome.pl>

If you do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirr>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only — [security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies — [psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



### Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

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## Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive these announcements by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. Registered users can access the tool at this URL:

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

To register as a Cisco.com user, go to this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Support Website

The Cisco Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/en/US/support/index.html>

Access to all tools on the Cisco Support website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

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Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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**Tip****Displaying and Searching on Cisco.com**

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the **Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

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## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended

solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://tools.cisco.com/ServiceRequestTool/create/launch.do>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

[http://www.cisco.com/en/US/support/tsd\\_contact\\_technical\\_support.html](http://www.cisco.com/en/US/support/tsd_contact_technical_support.html)

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

**Severity 3 (S3)**—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

**Severity 4 (S4)**—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

# Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/cgi-bin/marketplace/welcome.pl>

- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

[http://www.cisco.com/web/about/ac123/ac220/about\\_cisco\\_cisco\\_press.html](http://www.cisco.com/web/about/ac123/ac220/about_cisco_cisco_press.html)

- *Internet Protocol Journal* is a quarterly journal published by Cisco for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

[http://www.cisco.com/web/about/ac123/ac147/about\\_cisco\\_the\\_internet\\_protocol\\_journal.html](http://www.cisco.com/web/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html)

- Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:  
<http://www.cisco.com/discuss/networking>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:  
<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>
- World-class networking training is available from Cisco. You can view current offerings at this URL:  
<http://www.cisco.com/en/US/learning/index.html>

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